

Decision 03-12-030 December 5, 2003

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking on the
Commission's Own Motion into Monitoring
Performance of Operations Support Systems.

Rulemaking 97-10-016
(Filed October 9, 1997)

Order Instituting Investigation on the
Commission's Own Motion into Monitoring
Performance of Operations Support Systems.

Investigation 97-10-017
(Filed October 9, 1997)

ORDER CORRECTING ERRORS

The Commission has been informed of certain errors in the Appendices to Decision (D.) 03-07-035. The corrected pages are attached to this Order.

Therefore, pursuant to Resolution A-4661,

IT IS ORDERED that the typographical errors in the Appendices to D.03-07-035 are corrected as follows:

1. On Appendix A, page¹ 36 (Performance Measure 7), line 7, delete "Dispatched Designed Service (excludes HICAPs)."
2. On Appendix A, page 42 (Performance Measure 8A), lines 9-10, change "Measures orders completed within the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or

¹ The pagination and line count cited in this order are taken from printed pdf. – formatted documents. These may differ from the pagination and line count of the hard copies run off of most printers as well as the electronic version.

not accepted), the date agreed to by the ILEC” to “Measures orders completed within the customer requested due date when that date is greater than or equal to the offered interval.”

3. On Appendix A, page 44 (Notes to Performance Measure 8A), lines 12-13, change “Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)” to “Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders delayed for customer reasons.)”

4. On Appendix A, pages 89, 90 (Performance Measure 20), lines 56 and 33, respectively; pages 93, 94 (Performance Measure 21), lines 56 and 33, respectively; and pages 99 and 100 (Performance Measure 23), lines 56 and 38, respectively, add “NXX codes” to both columns of each of the pages.

5. On Appendix A, page 121 (Performance Measure 40), line 28 change “Standard-95% in 30 calendar days (Non-ICB)(SBC/California)” to “Standard-95% in 30 calendar days (ICB)(SBC/California).”

6. On Appendix D, add to pages 1-8 (Verizon Implementation Schedule) the footnote “`Days After Order’ means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.”

Dated December 5, 2003, at San Francisco, California.

/s/ WILLIAM AHERN

WILLIAM AHERN

Executive Director

APPENDIX A

[ATTACH A to R9710016/I9710017](#)